



DUTTON PARK STATE SCHOOL

Absences: 3010 8360
Phone: 3010 8333
Fax:- 3010 8300

112 ANNERLEY ROAD
DUTTON PARK, 4102

PRINCIPAL:-

Nicole Goodwin

Email:

admin@duttonparkss.eq.edu.au

ABN:

28 306 246 392

Complaints Management – Dutton Park State School

At Dutton Park State School, we are dedicated to working with parents and carers to provide a supportive environment for all. However, we acknowledge, that during the course of children's school years, parents and carers may have cause to make a complaint about an issue with their child's education.

Dutton Park State School is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents/carers and students to work through any issues they may have.

To achieve an effective resolution for all parties, when making your complaint, you should ensure you:

- provide complete and factual information in a timely manner
- deliver your complaint/issue in a calm and reasoned manner
- avoid making frivolous or vexatious complaints
- do not provide deliberately false or misleading information.

Parents and carers should be aware that if you are making a complaint about a staff member, that in most instances the staff member will be told of the complaint and offered the right of reply. Parents and carers have the right to have a support person throughout the process.

If your complaint/issue relates to more general school matters including school policy, issues of compliance, non-compliance or staff conduct, you should **raise your complaint directly with the Principal or their delegate**.

The following 5-step procedure is recommended to be followed to assist parents/carers, and school staff to reach an outcome that is in the best interests of the student.

1. **Discuss your complaint with the class teacher**

If a parent/carer has a complaint with their child's teacher or relates to an issue concerning their child's experience at school, make an appointment with that teacher as soon as possible. This can be facilitated through the school Office.

At the appointment, discuss your complaint with the teacher and give the teacher an opportunity to provide information they have about the incident or problem and suggest a solution. Together, both parents/carers and teachers, should then take steps to resolve the problem at this level.

The teacher will make a record of your complaint and report your meeting and any outcomes to the school Principal.

NOTE: If the complaint/issue involves concerns regarding staff performance or if the complaint/issue is of a complex nature, the teacher may refer you directly to the Principal or delegate for resolution.

2. **Discuss your complaint with the Principal or ask the Principal to assist by participating in informal conflict resolution**

If, after approaching your child's teacher, your complaint/issue remains unresolved, parents/carers are encouraged to make an appointment with the school Principal to discuss the issue further. Alternatively, it may be agreed between the parent/carer and the teacher, that the school Principal act as a go-between in informal conflict resolution in an attempt to resolve the problem.

If the complaint is related to the school and more general including issues of school policy or its compliance or non-compliance those complaints should be raised directly with the Principal or their delegate. The staff member will make a record of your complaint and work with you to resolve the issue.



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Complaints/issues may be lodged in person at an agreed appointment time, by phone, writing or via email. It should be noted that complaints/issues received outside an appointment time may take 24-48 hours for a considered response.

3. Contact Regional Office

If the issue has been discussed with the school Principal and the parent/carer feels that the complaint has not been resolved, parents/carers have the right to contact their local Department of Education and Training office www.education.qld.gov.au/schools/directory.

Complaints may be lodged by telephone or in writing. Complaints should be specific in detail, and outline the steps taken to date to resolve the issue. A complaint should be in writing and signed, with the date, the complainant's full name and address and full details of the complaint contained in it. It is a good idea to keep a copy for your own records.

When you contact your local Department of Education office, a record will be made of your complaint. You will be advised that your name and the nature of your complaint will be reported back to the Principal of your school. Local Regional Office staff will then work with you and your school to seek a resolution.

4. Independent Review

If, as a parent/carer you feel that your issue has not been resolved through these formal processes, you can lodge your complaint with the Queensland Ombudsman. The Ombudsman may be contacted at:
Office of the Ombudsman
GPO Box 3314 Brisbane Qld 4001
Phone – 07 3005 7000 or 1800 068 908
Fax – 07 3005 7067

The Role of the P&C

Complaints about events or services that are run or managed by the P&C at your school, for example, the tuckshop, should be directed to the P&C in the first instance. Please contact the P&C via the email address: pandcsecretary@duttparkss.eq.edu.au

Endorsed by:

Nicole Goodwin
Principal

20/6/18.

P&C Representative

Kat Cutler